

**COMMUNICATIONS SPECIALIST
(911 OPERATOR)**

King County Sheriff's Office

Hourly Rate Range

\$16.05 - \$19.50 (Call Receiver)

\$18.57 - \$23.71 (Dispatcher*)

Job Announcement No.: 03LW3481

OPEN: 6/9/03 CLOSE: 6/30/03

WHO MAY APPLY: This career service position is open to the general public.

WHERE TO APPLY: Required forms and materials must be sent to: **500 4th Ave., Room 450, Seattle, WA 98104.** **PLEASE NOTE:** Applications not received at this location by the due date will not be processed.

FORMS AND MATERIALS REQUIRED: A [completed King County application, applicant data sheet](#), and self-screening questionnaire.

WORK LOCATION: Regional Communications and Emergency Coordination Center, 3511 NE 2nd, Renton, WA 98056

WORK SCHEDULE: The Communications Center operates 24 hours per day, 7 days per week. Employees must be willing to work any shift or workweek, including mandatory overtime, as assigned.

PRIMARY JOB DUTIES INCLUDE: Communications Specialists are responsible for answering emergency 911 telephone calls, determining the nature of the caller's emergency, the geographic location of the emergency, and dispatching police mobile units, or referring the call to the appropriate agencies. There is often a high volume of calls, many of which involve accidents or crimes in-progress. Communications Specialists must be able to make fast responses and correct decisions, take charge of conversations, obtain accurate information from callers, enter information into a computer while talking, and make quick decisions regarding the priority to be assigned to emergencies. They also handle other non-emergency calls and must provide accurate information and appropriate referrals for those calls.

1. Responds to emergency calls from citizens by answering 911 telephone lines.
2. Gathers necessary information on type, nature and location of emergencies by interviewing callers and entering responses into a computer system.
3. Locates addresses of emergencies, nearby mobile units and jurisdictional boundaries by referring to maps.
4. Determines emergency response priority by determining whether immediate police response could save lives or prevent crimes.
5. Routes call for service to the correct dispatcher.
6. Communicates with police mobile units and other emergency agencies by using telephones and radios.
7. Maintains records of calls and actions taken, by completing written reports.
8. Determines appropriate procedures and guidelines to apply to specific calls and situations.

QUALIFICATIONS: Ability to type a minimum of 35 WPM, perform several tasks at the same time, write using grammatically correct sentence structure, comprehend and retain knowledge of laws, ordinances, codes, policies and associated information. **Willing to work any shift and any scheduled days off as assigned.**

NECESSARY SPECIAL REQUIREMENTS: All Civil Service applicants must be US citizens who can read, write, and speak the English language fluently. Offers of employment will be contingent on **passing a hearing test and a thorough background investigation, which includes a polygraph examination.**

***After successful completion of classroom training, new employees work as trainees and are evaluated and tested during this period to become certified as call receivers. After a minimum of 18 months, call receivers are expected to enter into dispatch training. Upon advancement to dispatcher, employees are advanced to the next highest dispatcher salary step. Dispatch certification is required to reach the top salary step.**

UNION MEMBERSHIP: Required to belong to Public Safety Employees Local 519.

CLASS CODE: 7451

COMMUNICATIONS SPECIALIST (911 OPERATOR) SELF SCREENING QUESTIONNAIRE

Name (please print) _____

In order to apply for the King County Sheriff's Office, you must answer the following employment conditions and background questions. Circle your answers in the table on this page. Please answer carefully. All answers will be verified in the course of the required background investigation and polygraph examination. **Dishonest answers will be grounds for rejecting your application.** If you have questions regarding the meaning of any statement listed below, seek clarification **before** you submit your application with the background investigator: **Detective Steve Barrus (206-296-4074)** **NOTE:** If you have committed illegal actions (whether or not you were caught) other than very minor actions, such as stealing a pencil from your employer or a candy bar as a child, please call prior to submitting an application to find out whether these actions will disqualify you.

1. ARE YOU WILLING TO WORK ANY REQUIRED SCHEDULE? The King County Sheriff's Office Communications Center operates 24 hours per day, 7 days per week. Must be willing and able to work any shift (day, swing, and graveyard), any holidays, or workweek, including mandatory overtime.	YES	NO
2. DO YOU HAVE THE ABILITY TO TYPE AT LEAST 35 WPM? Job applicants who pass the initial screening will be tested for this ability on a computer keyboard.	YES	NO
3. ARE YOU WILLING AND ABLE TO HANDLE EMOTIONAL JOB STRESSES? Work as a 911 Receiver or Dispatcher can be emotionally stressful, dealing with crises situations to the mundane.	YES	NO
4. ARE YOU CURRENTLY A UNITED STATES CITIZEN? US citizenship is required for all Civil Service Employees.	YES	NO
5. ARE YOU ABLE TO READ, WRITE AND SPEAK THE ENGLISH LANGUAGE FLUENTLY? This job requires constant communications in English.	YES	NO
6. ARE YOU WILLING TO WORK OVERTIME? Communications Specialists may be required to work overtime at management's discretion.	YES	NO
7. CAN YOU PASS A THOROUGH BACKGROUND INVESTIGATION? All Sheriff's Office applicants are required to pass a thorough investigation of their background, including a polygraph.	YES	NO
8. HAVE YOU BOUGHT, SOLD, POSSESSED, TRANSPORTED OR USED MARIJUANA WITHIN THE LAST THREE YEARS?	YES	NO
9. HAVE YOU BOUGHT, SOLD, POSSESSED, TRANSPORTED OR USED ANY OTHER CONTROLLED SUBSTANCE SUCH AS COCAINE, OPIATES, LSD, OR OTHER ILLEGAL, NON-PRESCRIPTION DRUGS WITHIN THE LAST FIVE YEARS?	YES	NO
10. HAVE YOU BEEN CONVICTED OF A FELONY AS AN ADULT?	YES	NO
11. HAVE YOU EVER COMMITTED ANY SERIOUS ILLEGAL ACTS (WHETHER OR NOT YOU WERE CAUGHT)? (This does <i>not</i> include crimes such as shoplifting a pack of gum as a juvenile.) <i>Note: Misdemeanors committed after the age of 18 will be screened on an individual basis.</i>	YES	NO

Signature

Date

COMMUNICATION SPECIALIST – 911 OPERATOR SELECTION PROCESS

1. Applicants complete application packet and submit the King County application form, data sheet, Self-Screening Questionnaire to the King County Human Resources Division by 4:30 p.m. on the due date.
2. All applicants will be notified, in writing, of the status of their application within 6-8 weeks from the closing date.
3. Applications will be screened and qualifying applicants will be scheduled for a typing test using a computer keyboarding. Applicants who pass will be scheduled for additional testing. Applicants who fail this test will receive no further consideration.
4. Applicants must qualify on each technical skills test to be invited to the oral board interview.

